Eugene Police Department

Alarm Response

4.17.1   PURPOSE AND SCOPE

The alarm response procedure is designed to improve utilization of police resources by responding to certain alarms only after verification has been obtained that a crime has occurred.

4.17.2   DEFINITIONS

a.   *Duress alarm:* An alarm intentionally activated by a person to indicate that they are under duress. This may include use of a specific code number or word to indicate duress but will not be inferred from the use of an incorrect code number or word, or any other act or omission.

b.   *Verification:* Separate, independent information from the location of the alarm that a crime has occurred at that location. This will generally come from an individual at the scene (e.g., security officer response, call from a neighbor who can see the location, call to a person inside the location.)

4.17.3   RESPONSE TO ALARMS

a.   The Eugene Police Department will respond to the following types of alarms, without verification, as Priority 1 or 2 calls, as appropriate:

- Holdup, panic, domestic violence, and duress alarms at businesses, during business hours.
- Alarms at law enforcement or correctional offices or facilities.
- Intrusion alarms for businesses which sell firearms or for facilities which store significant quantities of firearms or explosives.
- Alarms at facilities which, based on reliable information, the Department considers to currently be potential terrorist targets.
- Intrusion alarms where Dispatch determines that there is additional information that causes them to believe that a crime is still in progress, or a suspect is still present at the location.

b.   Residential alarms of all types will be placed in the pending queue as "Beat Information." Residential alarms will not be dispatched. Officers may respond to these

alarms as time and call load allows, but a response is not required unless the alarm is verified by the homeowner or some other person in charge of the property.

c.   For bank alarms Dispatch will call inside and keep the operations manager on the line until police officers arrive. Upon the advice of the responding officer on-scene, dispatch will then direct the employee to exit the building.

d.   A report of an audible alarm from a source other than an alarm central station will be placed in the pending queue as "Beat Information."

e.   If a response person is required to allow officers safe access to the building, officers will wait a reasonable length of time (normally 20 minutes or less) for a response person to arrive. If no response person arrives, officers may clear and request to be called back when the response person arrives, unless it is clear that one or more suspect(s) are present.

f.   After officers have concluded their business at the location, they may clear. Responsibility for security of the building will rest with the response person or, if none, with the alarm company.

4.17.4   EXCEPTIONS

a.   An exception to the response criteria above can be made in cases where:
   • The situation involves an on-going pattern of crimes or danger to an individual, and
   • response to a particular alarm, or group of alarms, without prior verification will be likely to assist officers in protecting persons and/or apprehending suspects.

b.   Such an exception must normally be approved by a division manager or designee. The on-duty watch commander may, in emergent situations, make an exception only for the duration of their watch, after which division manager approval must be obtained.

c.   The person authorizing the exception will be responsible to ensure that Communications and the appropriate alarm central station(s) are notified.

d.   For exceptions of a duration of longer than one shift, the person authorizing the exception will have a memo prepared specifying the exception, the reason for the exception, and the duration of the exception. That memo will be forwarded electronically to the Communications Center, Watch Commander's Office, and any affected Investigations sections, and a copy placed with the patrol briefing information.

Chris Skinner
Chief of Police